



# *the people we serve*

HUMAN SERVICES DEPARTMENT  
Community Services Division

*Fiscal Year 2009/10 Performance Report*

*Helping people improve their lives and the lives of  
others by connecting people to people and people to  
resources*





*I've come to believe that each of us has a personal calling that's as unique as a fingerprint - and that the best way to succeed is to discover what you love and then find a way to offer it to others in the form of service, working hard, and also allowing the energy of the universe to lead you.*

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OPRAH WINFREY

## FROM THE COMMISSION Report of Annual Activities for FY 2009/10:

The Human Services Commission is a seven member citizen advisory committee appointed by the City Council to provide advisory recommendations to the staff and City Council on human services priorities and programs; and funding allocations for Scottsdale Cares, Community Development Block Grants(CDBG), HOME, General and Endowment Funds.

Members of the Human Services Commission have a shared purpose and responsibility and believe that we can make a positive contribution to our community. We are dedicated to ensuring that all of Scottsdale's residents, especially those most vulnerable, are able to receive essential services, supported by the values of respect, self-esteem and hope. This Fiscal Update is our annual report to the City Council and the residents of Scottsdale on how a variety of direct and outsourced human services are made available to our residents. In the following paragraphs, we would like to present a summary of the Commission's contribution to the provision of those services.

This past year, we held 15 meetings and met for 36 hours. In addition, we enjoyed a tour of Family Promise which recently opened a transitional housing facility and day center for homeless families. The day center is located near 74th street and Bellevue and provides a facility where adults can perform job searches and prepare for employment and the children can have a safe and supervised environment to play. Family Promise has collaborations with many Faith institutions which provide the homeless families with overnight shelter and meals.

Each year, one of the key roles of the Human Services Commission is to provide recommendations to City Council on which non-profit agencies should receive funding as part of the annual Proposal Allocation Process. The Proposal Allocation Process begins in September with a "Notice for Requests for Proposals" being mailed to prospective applicants and ends with Council approval in June.

During the 2010/11 Proposal Allocation Process we heard presentations from 52 applicants that submitted proposals. As in years past, the amount of requests exceeded the amount available. Therefore, we as a Commission had to make difficult decisions that resulted in serious prioritizing. On the right is a table that shows the five funding sources, the number and dollar amount of applications received and the number and dollar amount of applications funded.

FUNDING SOURCE	# OF APPLICATIONS RECEIVED	DOLLAR AMOUNT REQUESTED	# OF APPLICATIONS FUNDED	DOLLAR AMOUNT FUNDED
Community Development Block Grant (CDBG)	13	\$1,011,328	12	\$920,650
HOME Investment Partnerships Program	2	\$912,000	2	\$562,057
General Funds	10	\$234,374	9	\$200,000
Scottsdale Cares	24	\$383,720	18	\$240,000
Endowment Funds	3	\$ 6,000	3	\$ 3,300
<b>Total</b>	<b>52</b>	<b>\$2,547,422</b>	<b>44</b>	<b>\$1,926,007</b>

Even though there was not enough money to fund all of the requests, we were pleased to be able to recommend that the City Council approve funding for many programs and services including crisis shelter for children, families, adults and victims of domestic violence; home delivered meals; job training for the disabled; outreach services for the deaf; emergency assistance for rent or mortgage, utilities and home repairs and other vital services which will benefit literally thousands of Scottsdale residents.

We were excited to be involved in the consolidation of two very important Human Services documents - the Five Year Human Services Plan and the Five Year Consolidated Plan for U.S. Department of Housing and Urban Development (HUD). In the past, these documents were developed independently. Since there are several key elements

and needs for services which are identified in both plans, it made sense to combine the two, eliminate the duplication of effort and identify service needs for housing and human services in a combined document. The Commission was involved throughout the process and provided input on priority housing and human service needs within the community.

In addition, we reviewed performance of agencies funded in the prior year and advised on the Human Services Fiscal Update.

The Human Services Commission wants to thank the Mayor and Council, all of the Human Services volunteers, all the non-profit agencies and the Human Services staff for improving the quality of life for our Scottsdale residents. Our shared goals and collaborative work with you have made our community better. We thank you for your help and for the opportunity to serve the community.

Sincerely,

Kathleen Hemmingsen  
Chairwoman

Katherine Weaver  
Vice Chair

Carol Erickson  
Commissioner

Raoul Zubia  
Commissioner

Jo Ann Woodward  
Commissioner

Steven Rosenberg  
Commissioner

Andy Yates  
Commissioner

## Who do we serve? Letter from the Director

Annual reports deal with the efficiency of an organization and its effectiveness. -How many units of service did the organization provide? And did it provide more units with fewer people this year than it did last year? Because of the extreme economic stresses in the past year, this Year End Report from Human Services shows increases in services in almost every measurable category. These services were provided by a departmental staff that had 12% fewer full time employees and 22% fewer part time hours. We have been effective and efficient. This could not have been accomplished without the sacrificial dedication of the entire Human Services staff and the Commission that assists us. That is the story in this report and I am confident that the reader will find that to be the case.

But that story is about the numbers. What about the stories of the people behind those numbers. Who do we serve? The mission of the Human Services Department is to help people improve their lives and the lives of others by connecting people to people and people to resources. I want to use this letter to introduce you to some of the people we serve.

I can tell you about Betty Ames. She has given me permission to use her name. As a client of the City's Housing Choice Voucher program, Betty Ames receives tenant based rental assistance. She also serves on that program's Resident Advisory Board, contributing the resident's perspective on improvements to the administration of the Voucher program. Betty told me, "The housing program is hope for the elderly and disabled, who without their voucher, would have to choose between food and rent." On Tuesdays, Betty answers telephones at the Paiute Neighborhood Center. She has been volunteering at Paiute since the Center opened in 1995. She says, "At my age, I want to be someplace where youth can rub off on me." On Fridays, Betty volunteers at the Shepherd's Warehouse providing food and clothing to people who need it.



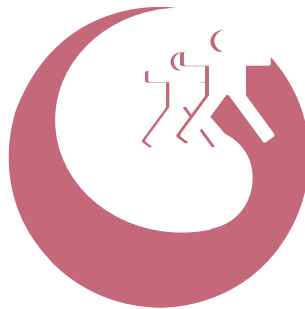
One of the agencies with space licensed at the Granite Reef Senior Center delivers food to Shepherd's Warehouse on Fridays and she helps distribute it. She also has a personal ministry that involves her delivering food in what she refers to as her "alley ministry," which ends at the Senior Center at Paiute on Friday afternoon with canned goods and bread for the seniors at the Center. Betty is one of the great examples of someone who benefits from Human Services, who gives back to Human Services and whose contribution to the community inspires us.

I will not share the names but I want to tell a story of a second couple. They began their connection with the Vista Food Bank as volunteers in a food drive at their place of worship. The week before the Saturday when they were scheduled to deliver the food to the food bank, both of them lost their jobs. They still came to help with the food delivery even though it was obvious that they might need Vista services themselves in the next month. Their story is not unlike that of a number of people who in past years have been contributors to Vista; but this year became clients in need of emergency services.

The third couple is actually a composite of three couples that I have met over the last two years during Beat the Heat and Holiday Adopt a Senior visits. In some fashion each of them told me "I can't hear and my wife can't see but together we do ok; and we get to the senior center regularly for the Low Vision Support Group meetings." These couples are still homeowners, still independent and still connected to the community through their involvement with the senior center.

These are some of the people we serve. If you are in need of service or if you have a need to serve, we welcome you to visit one of the Centers listed in this report.

Paul Ludwick  
Human Services Director





## VISTA DEL CAMINO

Vista del Camino provides a variety of services to prevent homelessness, meet the basic needs of individuals and families facing financial crisis, relieve economic and emotional stress and promote self-sufficiency. These services include emergency food, clothing and financial assistance for housing, utilities, transportation and special needs which are provided through the combined efforts of City

of Scottsdale staff, volunteers and various non-profit groups and agencies. The Job Preparation Program offers case management to help individuals overcome barriers to economic independence. An on-site Career Center provides job search and resume writing assistance, as well as use of computers, fax, copy machine and phone. Vista Recreation offers recreational and educational programs and amenities to the local community such as after-school and summer tutoring & recreation activities for teens in the neighborhood.



## HIGHLIGHTS IN FY 2009/2010

The economy played an important part in the services provided at Vista del Camino during this past fiscal year. As more and more families experienced unemployment for longer periods of time, the demands on Vista del Camino's crisis services were greatly impacted. Food boxes distributed to our community increased an astonishing 59% from 1,922 boxes in FY 2008/2009 to 3,063 boxes this fiscal year. Visits to the Career Center increased another 10% to 6,892. 4,063 visits were made to the Career Center in FY 08/09 which computes to a 70% increase over a two year period.

Through partnerships with Maricopa County Human Services Department and the non-profit organization Concerned Citizens for Community Health, thousands of families were able to have their needs met. Together, these organizations support Vista del Camino's efforts to alleviate the crisis situations created by economic and other hardships. Total combined supports resulting in direct assistance to clients from these funding sources include \$568,660 this past fiscal year. In addition, the Valley

of the Sun United Way provided over \$100,000 in funds to support our career center and clients in intensive case management services and Maricopa County's Weatherization program provided \$72,000 in support to Scottsdale residents to make their homes more efficient. 2,709 individuals and/or organizations donated \$180,223 in cash and \$370,652 in goods and services to Concerned Citizens for Community Health which was used to support Scottsdale residents.

Vista del Camino continues to work to make an impact in community programming to enhance the neighborhood surrounding the center. This past year, grants from the Salt-River Pima Maricopa Indian Reservation and the Arizona Commission on the Arts provided opportunities for community members of all ages to participate in unique community and leadership projects. Projects such as the Penjamo Community Alley Beautification Project, the 2010 Teen Leadership Camp, the Yaqui Theater and Mask Making workshop, a Ballet Folklorico Dance Troupe, and after-school tutoring.

## KEY SERVICE INDICATORS FY 2009/2010

2,527	Unduplicated households received emergency services
3,063	Emergency food boxes distributed
4,035	Individuals received clothing at the clothing bank
435	Households received \$209,378 in rent/mortgage assistance
979	Households received \$350,481 in utility assistance

6,892	Visits were made to the Career Center
514	Children assisted through Back to School Clothing Program
502	Families assisted through the Thanksgiving Food Program
540	Families assisted in the Holiday Adopt a Family Program



*Recreation program*



*After school tutoring*



*Career Center*





Paiute Neighborhood Center is a multi-generational facility that offers an array of social, recreational and educational services. Paiute's mission is to enhance the lives of its community members. Paiute is a place where neighbors can go to get help, play in a safe environment, learn life skills and meet new people. Paiute staff, volunteers and agency partners are committed to making lives happier and healthier for the youth, families, and seniors in the Paiute neighborhood.

PAIUTE NEIGHBORHOOD CENTER

## HIGHLIGHTS IN FY 2009/2010

Shake, Rattle and Roll and Bi-Lingual Storytime, continued to increase in numbers from 714 contacts last year to 1,333 contacts this year (52% increase). Both of these early childhood programs are offered in collaboration with the Civic Center Library and are run solely by volunteers. Paiute also collaborated with Phoenix Children's Hospital Healthy Steps program to provide parent/child playgroups to promote early brain development and positive child/parent interaction.

Eleven youth and three staff attended the Disneyland Tutoring Incentive Trip. Children were rewarded for their dedication to schoolwork, showing good character throughout the year and attending the tutoring room regularly.

New collaborations with outside agencies provided wonderful educational opportunities for Paiute teens, including Scottsdale Community College – career/journalism workshops, National Guard – “Stay on Track” drug prevention program, Scottsdale Fire Department - Teen Fire Academy and Scottsdale Police Crisis Intervention Unit - Life Skills group work.

Paiute staff participated in Holiday Programs enrolling 205 families for Vista del Camino's Adopt A Family program, 128 youth for POSA's Shop with a Cop program, and 264 families for Paiute's Toy Program in partnership with the Scottsdale Fire Department. Paiute staff also supported holiday events such as Positive Side of Sports, Ride for Toys and Westcor's Shopping Day for teens.

Paiute's Senior Center had many new exercise classes offered such as Matter of Balance, Balance & Endurance and Chair Exercises. Classes fill to capacity year round. New special events were incorporated including a Mother's Day Tea, Father's Day Pancake Breakfast and Green Eggs and Ham to celebrate St. Patrick's Day!

Partners for Paiute raised funds to provide \$31,960 in grants to six partner agencies.

## KEY SERVICE INDICATORS FY 2009/2010

- 22,842 After-School/Summer program contacts (\*Daily average of 120 youth, ages 6-12, in the following areas:)
- Computer Room–80 •Tutoring Room–30 •Math/Science– 30 •Sports /Fitness–30 •Arts/Crafts–20
- 7,404 Teen Center program contacts (Daily average of 40 teens, ages 12-17)
- 5,766 Social Service Contacts\*\*
- 10,930 Senior Center Contacts\*\*\*

*Note: Increase from last year - \*47%; \*\*5%; \*\*\*28%*



*Teen Fire Academy*



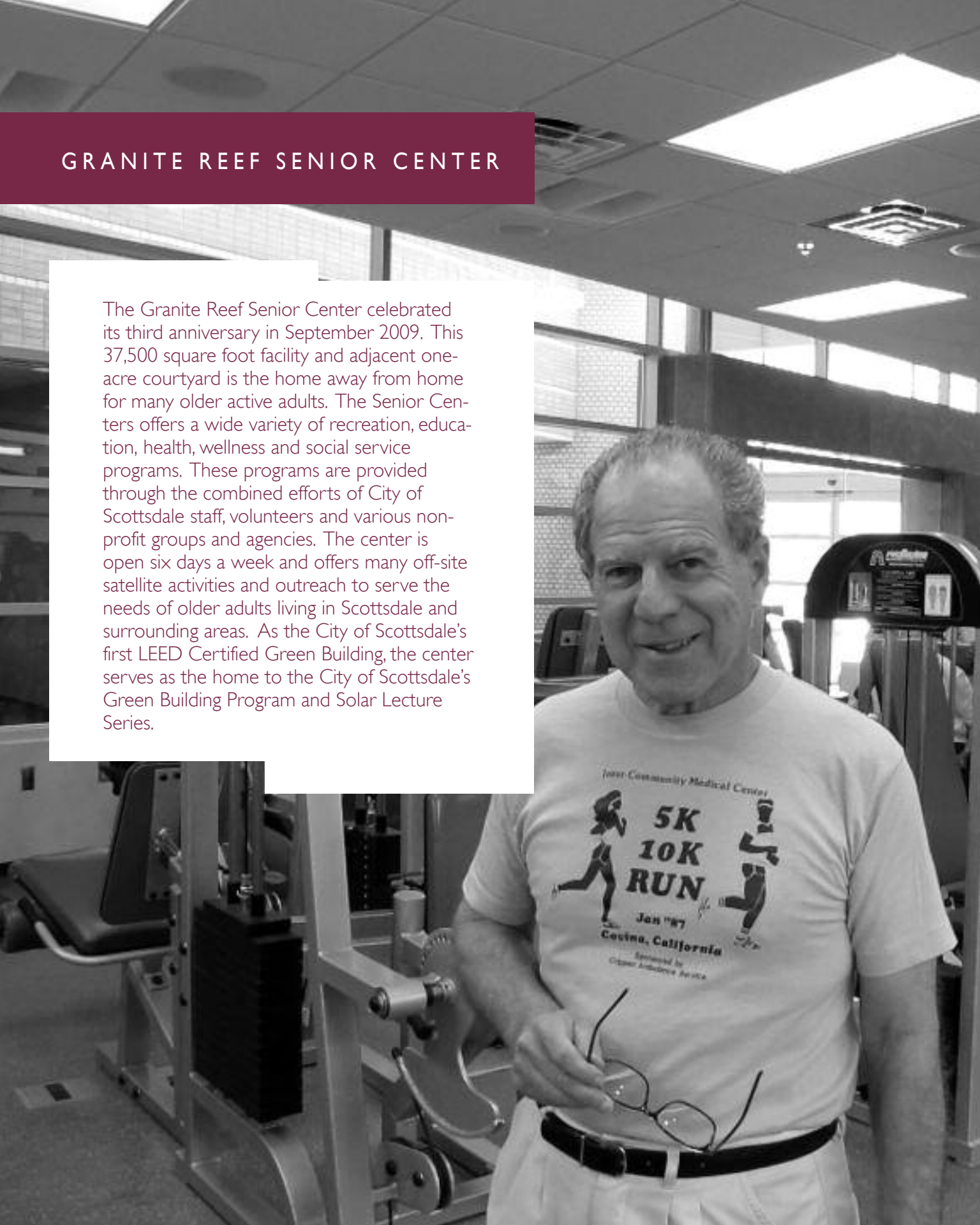
*Chair exercises*



*Summer Youth Excursion*

## GRANITE REEF SENIOR CENTER

The Granite Reef Senior Center celebrated its third anniversary in September 2009. This 37,500 square foot facility and adjacent one-acre courtyard is the home away from home for many older active adults. The Senior Center offers a wide variety of recreation, education, health, wellness and social service programs. These programs are provided through the combined efforts of City of Scottsdale staff, volunteers and various non-profit groups and agencies. The center is open six days a week and offers many off-site satellite activities and outreach to serve the needs of older adults living in Scottsdale and surrounding areas. As the City of Scottsdale's first LEED Certified Green Building, the center serves as the home to the City of Scottsdale's Green Building Program and Solar Lecture Series.



## HIGHLIGHTS IN FY 2009/2010

- By utilizing the City of Scottsdale's Sponsorship and Naming Rights Administrative Regulation, the Granite Reef Senior Center was able to secure a number of corporate sponsorships totaling over \$20,000 to fund special events and community programs.
- The Granite Reef Senior Center partnered with the Boys and Girls Club and the Scottsdale Leadership group to create, plan and implement the first "Olympalooza" event. This project connected seniors, adults, children and teens in a fun filled festive and frolicking day of activities at the center and was awarded \$1,000 from Scottsdale Leadership as the winner of the class presentations.
- As a result of receiving space in our facility, the Brown Bag Program supplied eligible senior citizens with 6,248 grocery bags totaling 125,000 pounds of food for the year; Waste Not Inc. collected and distributed approximately 150,000 pounds of food each month, Pets on Wheels provided 5,172 hours of uplifting visits, comfort and entertainment to residents in need utilizing over 100 volunteer owners and their pets and AARP completed 2,855 tax appointments.
- Social Services staff was instrumental in the development of a state wide hoarding task force that meets at the center quarterly to develop a consolidated plan for addressing extreme hoarding situations in the valley. Meetings are attended by social service professionals, code enforcement employees, public safety officials and other employees from area municipalities.
- The Granite Reef Senior Center continued to be the most utilized building in the Community Services Division with 489 rental reservations for the year.

## KEY SERVICE INDICATORS FY 2009/2010:

- 526,484 in overall building attendance\*
- 106,902 contacts (walk up/over phone) related to recreation programs\*\*
- 140,293 contacts (walk up/over phone) related to social service and health programs
- 35,007 volunteer hours were recorded by 347 volunteers
- 2,305 participants registered for recreation classes/programs
- 4,286 participants registered or dropped-in to use the Fitness Center
- 5,979 resident contacts were realized in 11 support groups

\* *Building attendance is calculated by counting participants in each activity as they occur throughout the day.*

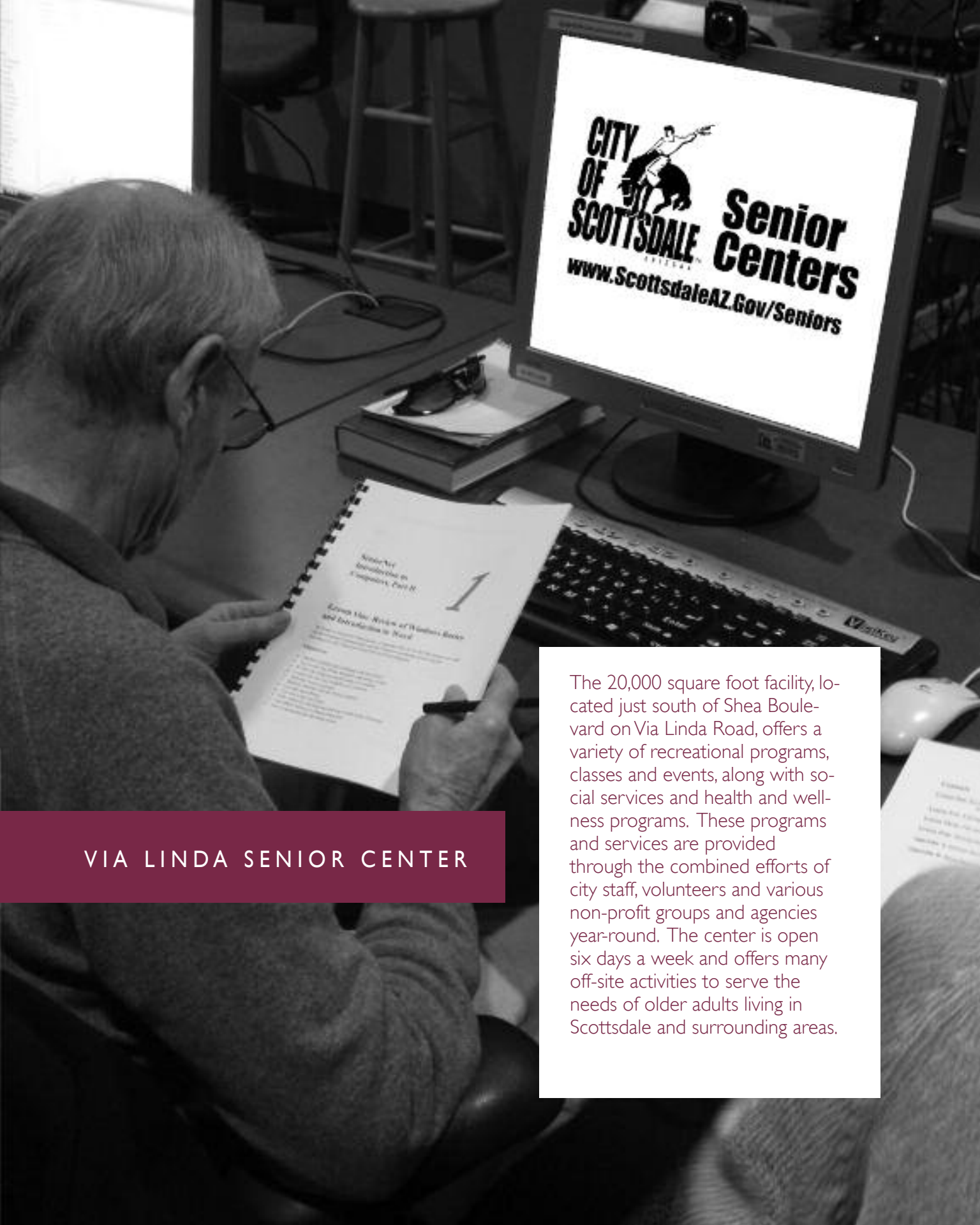
\*\* *Excludes attendance related to classes managed by Leisure Education.*

*Arts and Crafts Fair*



*Olympalooza event*





## VIA LINDA SENIOR CENTER

The 20,000 square foot facility, located just south of Shea Boulevard on Via Linda Road, offers a variety of recreational programs, classes and events, along with social services and health and wellness programs. These programs and services are provided through the combined efforts of city staff, volunteers and various non-profit groups and agencies year-round. The center is open six days a week and offers many off-site activities to serve the needs of older adults living in Scottsdale and surrounding areas.



*Concierge desk volunteer*



*Spring barbeque*

### HIGHLIGHTS IN FY 2009/2010

- The winter 2009 Adopt-A-Senior and summer 2010 Beat-the-Heat programs served 408 homebound Scottsdale seniors. These vital programs help meet the needs of isolated individuals by providing connections with city programs, community resources and agency services. Residents, businesses and community groups generously donated more than \$14,000 in cash and over \$11,000 in grocery gift cards.
- 427 participants attended 40 computer classes offered in the computer lab at the center. Students gained knowledge in many subjects such as computer basics, emailing and doing research on the Internet.
- Seniors enjoyed seasonal special events, screenings and workshops such as Memory Screening, in partnership with Banner Alzheimer's Institute, and an Age Less - Age Well series. These activities provide great socialization opportunities for residents and are instrumental in lessening isolation and help seniors stay connected in the community. In addition, 1,196 low-income people had their income taxes prepared for free at the center. This service is accomplished through a long standing partnership with AARP who provides trained tax preparers.
- Thirty-two students, aged 6 to 12, received after-school tutoring and homework assistance through the Intergenerational Tutoring Program which is a collaborative effort between Laguna Elementary School and Via Linda Senior Center.

### KEY SERVICE INDICATORS FY 2009/2010

- 136,146 in overall building attendance\*
- 44,596 contacts (walk up/over phone) related to recreation programs\*\*
- 95,847 contacts (walk up/over phone) related to social service and health programs
- 20,019 volunteer hours were recorded by 153 volunteers
- 7,478 participants registered for recreation classes/programs
- 2,316 participants registered or dropped-in to use the Fitness Center
- 6,126 resident contacts were realized in 14 support groups

\* Building attendance is calculated by using a door counting technology that records each time a person walks into the two main entrances at the center.

\*\* Excludes attendance related to classes managed by Leisure Education.



A black and white photograph of a man in profile, looking down at plumbing work under a sink. His hand is visible at the bottom right, near some white pipes. The background shows the underside of a sink and various plumbing components.

## COMMUNITY ASSISTANCE OFFICE

The Community Assistance Office (CAO) provides Section 8 rental assistance to low-income families in collaboration with the U.S. Department of Housing and Urban Development (HUD) and the private rental community. Case management is provided to Section 8 participants, who commit to improving their work skills and their future, through the Family Self-Sufficiency Program. CAO manages more than \$2 million in Community Development Block Grant (CDBG) and HOME federal grants, in addition to local grant funds for human service contracts and programs. CAO also manages the City's Housing Rehabilitation Program and the Roof and Emergency Repair Programs.

## KEY SERVICE INDICATORS FY 2009/2010

- Over \$5.5 million was provided in Section 8 rental assistance to an average of 714 families in the private rental market.
- \$900,000 in Federal Community Development Block Grant Funds (CDBG) and HOME Funds were expended which provided for housing and social service programs in the community.
- 54 Scottsdale residences were rehabilitated with CDBG funds (11 roof projects, 34 emergency repair projects and 9 major rehabilitations).
- One family received first-time homebuyer assistance.
- 49 Section 8 residents participated in the Family Self-Sufficiency Program.
- 8,110 advertisement flyers were distributed for the Earned Income Tax Credit and free tax preparation sites available in Scottsdale.

## HIGHLIGHTS IN FY 2009/2010

- Family Self-Sufficiency participants averaged an increase in earned income of 116% this year. 29% of the participants are attending school and 7 graduated the program with an average earned income of \$30,000.
- The Housing Rehabilitation Program secured \$277,451 in deferred loans to finance the rehabilitation contracts between Scottsdale homeowners and private contractors.
- The Roof Repair and Emergency Repair Programs addressed immediate health and safety needs providing over \$198,388 in repairs.
- A non-profit organization purchased a single-family residence with HOME funds, and the property was sold to a low-income first-time homebuyer.
- Major facility upgrades were made to the Civic Center Neighborhood Center so CDBG eligible activities could be provided out of the facility.
- Architectural drawings were completed for the Eldorado Park ADA restroom modifications and improved ball field access. The project is funded through American Recovery and Reinvestment Act (ARRA) federal dollars. Construction is estimated to commence in FY 2010/11.



*Family Self-Sufficiency graduate*



*Family Self-Sufficiency conference*

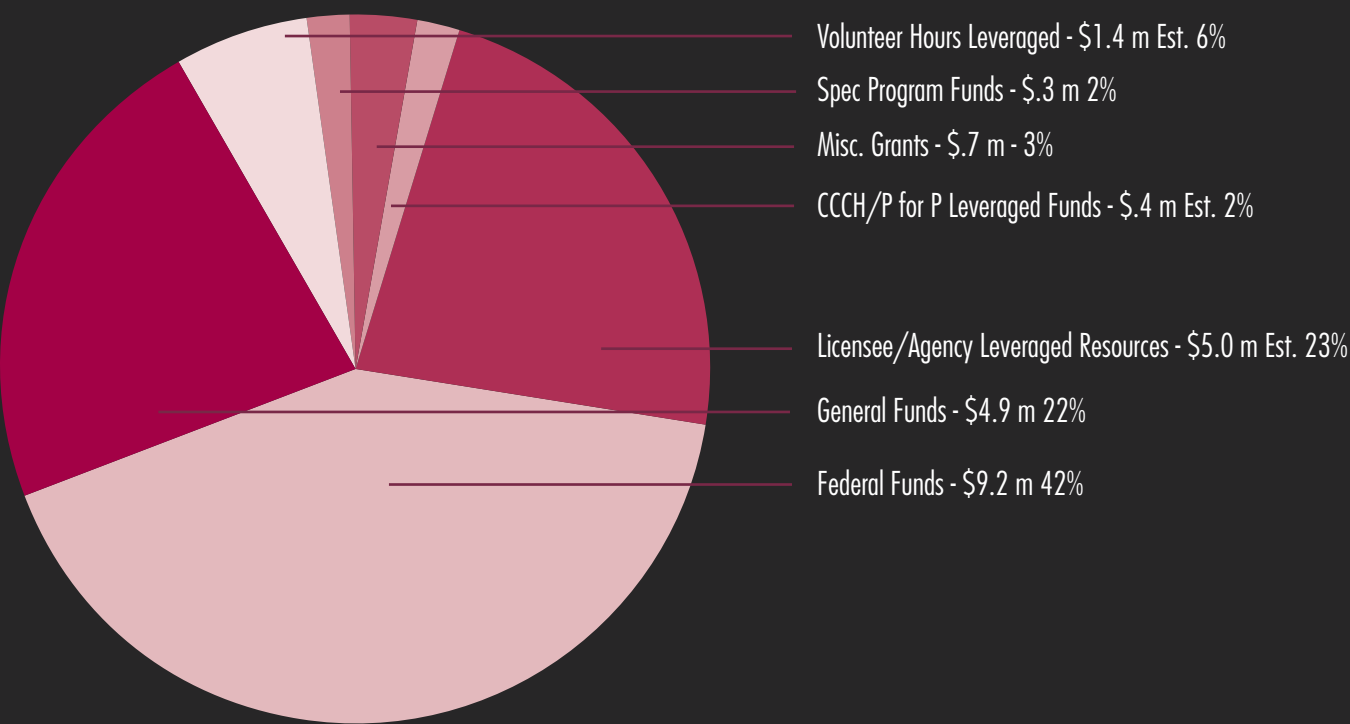
# MAXIMIZING HUMAN SERVICE RESOURCES FOR SCOTTSDALE RESIDENTS

Human Services programs and services are provided year-around through the combined efforts of city staff, volunteers and various non-profit groups and agencies year-round. The pie chart below depicts the various funding sources.

Federal, Special Program and Miscellaneous Grant revenue account for 47% of resources and 22% is covered by general City revenues. The remaining 31% of resources comes from non-profits and dedicated human services volunteers.

In FY 2009/10, \$2,067,350 in grant funds was awarded to non-profit agencies to provide services or activities that benefit Scottsdale residents. Of the amount granted, \$1,124,050 was Community Development Block Grants, \$500,000 HOME funds, \$240,000 Scottsdale Cares funds, \$200,000 General City funds and \$3,300 in City Endowment funds.

In addition to annual grants, Human Services provides space in its facilities (centers) to share with other service providers (agencies). The “licensing” of rooms, utilities, maintenance and storage is done at no cost to the agencies, with the agreement that they provide services to residents at the city facilities. Consequently, residents are able to utilize the services of these agencies and receive human services in one place, and the family as a whole can participate in several programs. Licensing space is cost effective and builds a true community center. We estimate that the grants cited above and the “licensing” of space leveraged an additional \$5M in resources provided by non-profits to Scottsdale residents.



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**List of licensed agencies for FY 2009/2010:**

**VISTA DEL CAMINO**

Maricopa County Career Center  
Community Legal Services  
Concerned Citizens for Community Health  
Maricopa County Juvenile Probation  
Salvation Army

**PAIUTE NEIGHBORHOOD CENTER**

AARP 55 Alive  
Boys and Girls Club of Greater Scottsdale  
Maricopa County HEADSTART  
Keough Health Foundation  
National Charity League  
Partners for Paiute  
Scottsdale Community College  
Scottsdale Healthcare Medical/Dental  
Scottsdale Prevention Institute  
YMCA i-Learn Center

**CIVIC CENTER NEIGHBORHOOD CENTER**  
Foundation for Senior Living

**GRANITE REEF SENIOR CENTER**

AARP 55 Alive (Driver Safety)  
AARP Senior Job Placement Service  
AZ Attorney General's Office  
Area Agency on Aging  
Jewish Family and Children's Services  
Pets on Wheels  
Tempe Community Action Agency  
Valley Center for the Deaf  
Waste Not

**VIA LINDA SENIOR CENTER**

AARP 55 Alive (Driver Safety)  
Audiology & Hearing Aid Center  
AZ Attorney General's Office  
Area Agency on Aging

Jewish Family and Children's Services  
Maricopa Cty. Juvenile Probation  
Maricopa Cty. Juvenile Substance Abuse  
U of A Master Gardener  
Excel Vision

In addition to the licensed agencies, there are several services and support groups that are provided on a volunteer basis by individuals, groups or agencies such as:

Tax Assistance (AARP)  
Brown (Food) Bags (Gleaners)  
Legal Assistance (Various Attorneys)  
Perishable Food Distribution (Waste Not)  
Food Assistance (Food Plus)  
Financial Management (Arizona Saves)  
Peripheral Neuropathy Support Group  
Low Vision Support Group  
Depression Support Group  
Bereavement Support Group  
Alphazonies Support Group  
Senior Peer Support Group  
Alzheimer's Support Group  
TOPS (Weight Management Support)  
VITA After Grief Support Group  
COMPASS (Disability Support) Group  
National Association of the Mentally Ill  
Lyme Disease Support Group  
Bipolar Support Group  
Can We Talk Support Group  
Caregivers Support Group  
Chronic Pain Support Group  
Divorced or Separated Support Group  
Mended Hearts  
Pulmonary Fibrosis Support Group  
Multiple Sclerosis Support Group

## SUPPORT TO NON-PROFIT AGENCIES for FY 2009/2010

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### Community Development Block Grant Funds

The Community Development Block Grant (CDBG) program is a federally funded program administered by the U.S. Department of Housing and Urban Development (HUD). Scottsdale, as a participating local government, automatically receives funds on annually. The CDBG program provided funding for public service; public facilities, housing rehabilitation, project planning and administration.

#### Public Service Activities

**Total Funds: \$ 172,800**

- Big Brothers/Big Sisters of Central Arizona – Scottsdale Mentoring
- Central Arizona Shelter Services, Inc. – Dental Clinic
- Chrysalis Shelter – Scottsdale Domestic Violence Shelter
- Crisis Nursery – Children's Community Beds/Day Respite Program
- Homeward Bound – (Transitional Housing) Case Management and Employment Services
- Save the Family – (Transitional Housing) Case Management and Supportive Services
- Scottsdale Training & Rehabilitation Services (STARS) – Community Based Employment
- Tempe Community Action Agency - Scottsdale Senior Action Nutrition Program
- UMOM New Day Centers, Inc. – Family Emergency & Transitional Shelter

#### Non-Public Service Activities

**Total Funds: \$951,250**

- Central Arizona Shelter Services, Inc. – Vista Colina Shelter Improvements
- City of Scottsdale, Community Services – Housing Rehabilitation Program
- City of Scottsdale, Community Services – Roof Replacement and Repair Program
- Community Services of Arizona, Inc. – Affordable Housing
- Family Promise – Site Renovations at Homeless Family Day Center
- Foundation for Senior Living (FSL) - Emergency Repair Program
- Florence Crittenton Services of Arizona – Facility Improvements at Scottsdale Girls Ranch

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### HOME Program

HOME funds are a Federal housing assistance block grant and are available to the City of Scottsdale as a result of participation in the Maricopa Consortium. Through creative housing partnerships with other HOME grant recipients, the State of Arizona, and non-profit organizations, Scottsdale's HOME program supports a wide range of high quality, safe and affordable housing. Typical uses of HOME funds include housing rehabilitation, new construction, tenant-based rental assistance, acquisition and other related activities.

#### HOME Activities

**Total Funds: \$500,000**

- Community Services of Arizona, Inc. – New Construction/Sky Vista

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## City of Scottsdale General Funds

The City of Scottsdale supports human services within the community by awarding funds to non-profit agencies. The city budgets for these services annually in the General Fund based on five funding categories: brokerage services, domestic violence (shelter services), legal services, regional shelter services and senior services.

### General Fund Agency Contracts

#### Total Funds: \$200,000

- A New Leaf – East Valley Men’s Center (EVMC)
- A New Leaf – La Mesita – A Family Shelter
- Beatitudes Center D.O.A.R – In-Home Services for Seniors and Homebound Adults
- Central Arizona Shelter Services (CASS) – Regional Emergency Shelter/Supportive Services
- Chrysalis Shelter –Scottsdale Domestic Violence Shelter
- Community Legal Services – Legal Assistance to Low/Moderate Income Families
- Family Promise – Scottsdale Family Homeless Emergency Shelter
- Jewish Family and Children’s Services – Scottsdale Home Based Geriatric Program
- Valley Center of the Deaf – Hearing Loss, Hearing Health, and Technology
- UMOM New Day Centers, Inc. – Regional Emergency Homeless Shelter Services

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## Endowment Program

The Endowment Program distributes funding generated from citizen and corporate donations that exist in two field-of-interest endowment funds managed by Arizona Community Foundation. Each year, the Human Services Commission evaluates applications for Endowment Program grants and makes funding recommendations to the City Council.

### Endowment Program Grants

#### Total Funds: \$3,300

- City of Scottsdale – Paiute Neighborhood Center – Tutoring Incentive Trip & Artist in Residence





## SCOTTSDALE CARES - VOLUNTARY UTILITY BILL DONATION PROGRAM

SScottsdale Cares is the City of Scottsdale's voluntary utility bill donation program and was initiated in May 1995. Scottsdale Cares is an easy way to help neighbors in need by adding \$1 to the monthly water bill to support human service programs. Donations are used to support programs that:

- 1) Promote the positive development of youth, adults and seniors
- 2) Strengthen the capability of families and the self-sufficiency of adults
- 3) Assist Scottsdale citizens of all ages in addressing crisis needs.

WE NEED YOUR HELP AND CONTINUED SUPPORT! Resident donations peaked in FY 2006/07 at \$16,000 per month but have steadily declined to \$12,500 realized in FY 2009/10. Our goal in the coming year is to educate new residents/businesses and re-educate existing residents/businesses on the value of the program.

### QUICK FACTS FOR FY 2009/10:

- Scottsdale had approximately 90,000 water accounts
- On average, 37% or approximately 33,000 water users donated to Scottsdale Cares at least once.
- 22% or approximately 7,200 of the 33,000 donated ten or more months.
- 56% or approximately 18,000 donated less than three months.

For the last several years, we have been able to allocate \$240,000 in funds to 18-20 agencies with grants ranging from \$2,500 to \$60,000; the most common grant allocation being \$5,000 or \$10,000. The \$240,000 paid out has brought in additional resources, at least threefold, due to other revenues the agencies leveraged and used to provide services to approximately 16,000 residents. Unfortunately, as of the 2011/12 funding year, the allocation will be reduced to \$200,000 due to reductions in donations.

THANKS TO ALL WHO DONATED TO SCOTTSDALE CARES THIS YEAR!

### List of Agencies funded by Scottsdale in FY 2009/2010:

- A New Leaf – La Mesita Child and Youth Development Center
- Alzheimer's Association – Alzheimer's Assoc Scottsdale Program
- Area Agency on Aging - Benefits Assistance Program
- Boys and Girls Club of Greater Scottsdale- Operation Outreach
- Child Crisis Center - East Valley- Family Resource Center/AZ Action for Foster Children
- Community Bridges, Inc. – Substance Use Disorder Treatment



- Community Information & Referral – 24hour Helpline
- Concerned Citizens for Community Health - Emergency Rent/Mortgage, Utilities & Food
- FSL Programs - Adult Day Therapeutic & Restorative Health Program
- Foothills Community Foundation – In-Home Services to Homebound Elders in North Scottsdale
- Homeward Bound – (Transitional Housing) Utilities Assistance Program
- Phoenix Shanti Group, Inc. - HIV Housing Program (Utilities)
- Scottsdale Training & Rehabilitation Services (STARS) - Facility Based Training/Employment
- Southwest Center for HIV/AIDS – Positive Peer Prevention
- Sun Sounds of Arizona – Reading for Visually Impaired
- Teen Lifeline, Inc. – Life Skills Development; Hotline; Community Education
- Tempe Community Action Agency - Home Delivered Meals

#### YOUR DONATIONS MAKE A DIFFERENCE!

In recent years, donations of \$500 have helped:

- 10 residents with Alzheimer's and their families receive supportive services such as a family assessment, educational classes and access to support groups. OR

- 20 seniors receive assistance in obtaining eligible benefits such as social security, VA, disability, etc. OR
- 13 youth, aged 6-12, receive supervised care in the summer while their parents worked. OR
- 22 individuals receive either crisis or detox services for substance abuse issues. OR
- 25 homeless family members receive education and case management support in the areas of anger management, family communications, parenting, credit management, job skills, etc. OR
- 83 seniors or disabled adults have meals delivered to their homes.

Remember, your donations are tax deductible and 100% of the funding goes to support the work of non-profits serving Scottsdale residents. Your donations stay in the community!

Each fall, the Human Services Commission solicits proposals from local non-profit agencies for services that will benefit Scottsdale residents. Proposals must identify how the Scottsdale Cares funding will help Scottsdale residents. The Commission then makes recommendations to the City Council for the award of contracts for the highest priority services. At the end of each funding year, the agencies that received funding report back on the way that the funding they received was spent to assist your neighbors.

Thank you for your support to Scottsdale Cares!

## THANKS TO OUR VOLUNTEERS

The Heart of the Scottsdale Community

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Volunteers are an integral part of Human Services and every volunteer plays a significant role by enhancing the quality of life for Scottsdale residents. A total of 877 volunteers logged 73,153 hours in Fiscal Year 2009/2010, which is equivalent to 35 full-time staff.

Volunteer opportunities are diverse and volunteers make a difference in a wide array of Human Services programs such as the following:

- Back to School Clothing and Holiday programs for needy children and homebound seniors
  - Beat the Heat program for homebound seniors and disabled adults
  - Clothing Bank and Food Bank for low-income families
  - Front Desk coverage for enhanced customer service
  - Income tax aid for low-income individuals and families
  - Tutoring, reading, and pen pal programs involving senior citizens and youth
  - Human Services Commission members to oversee funding and social service priorities
- 



*Volunteers assisting with annual holiday program*



*Volunteers assisting with annual back to school*



*Volunteers giving haircuts*

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	VOLUNTEERS	HOURS DONATED	COST SAVINGS*
Granite Reef Senior Center	347	35,007	\$ 673,885
Paiute Neighborhood Center	143	6,592	\$ 126,896
Via Linda Senior Center	153	20,019	\$ 385,366
Vista Del Camino	227	11,337	\$ 218,237
Human Services Commission	7	198	\$ 3,812
<b>TOTAL</b>	<b>877</b>	<b>73,153</b>	<b>\$1,408,195</b>

\* \$19.25 per hour used to calculate Cost Savings per [www.IndependentSector.org](http://www.IndependentSector.org)



*Volunteer supports front desk staff*



*Volunteer teaching bi-lingual storytime*



*Volunteer tutoring youth from Laguna Elementary*



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